



# Mover News

May 16, 2011

Utilities and Transportation Commission

Volume 2 Issue 4

## Household Goods Questions?

### Permits

(360) 664-1222

### Tariff and Rules

(360) 664-1104

### Motor Carrier Safety

(360) 664-1236

### Report an Illegal Mover

(360) 664-1221

### Training

(360) 664-1215

### UTC Main Line

(360) 664-1160

[www.utc.wa.gov](http://www.utc.wa.gov)

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Park Dr SW Olympia WA 98504

### UTC Mission

The UTC regulates the services of privately or investor-owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

## Report Illegal Movers!

If you run into a non-permitted mover, let us know! Call

(360) 664-1221 or e-mail  
[reportillegalmovers@utc.wa.gov](mailto:reportillegalmovers@utc.wa.gov)



## Upcoming Industry Training

There are two free upcoming industry training classes.

Both are scheduled from 8:30 a.m. to 5 p.m. The first is

Tuesday, May 17 in Cheney. And the second is Tuesday, July 12 in Olympia at the UTC headquarters. An additional training session is on Wednesday, Oct. 19 in Olympia. The course is required for carriers to receive permanent authority. To register, contact Cortney Melton (360) 664-1215 or [cmelton@utc.wa.gov](mailto:cmelton@utc.wa.gov).



## UTC's New Website

The UTC has redesigned our website in order to provide you with easy access to information and improve the awareness of [consumer](#), [regulatory](#) and [safety](#) issues. The new site offers an [online records center](#), [online payment form](#), [complete commission calendar](#), information and forms for [regulated industries](#) and more! Visit [www.utc.wa.gov](http://www.utc.wa.gov) and see what's new.

## Advertising Requirements for Websites

Recent investigations have identified some movers advertising contrary to the requirements set forth in state law. To ensure your advertisements comply with the rules, make sure you review [WAC 480-15-610](#). As a reminder, the law states you must include your commission-issued permit number, the name of your business as recorded at the UTC and your physical address and telephone number on your advertisements. Make sure you refer to the current tariff [[Tariff 15-C](#)] when quoting information relating to services, rates or charges. Need to look up the WACs, RCWs and Tariffs? Visit [www.utc.wa.gov/movers](http://www.utc.wa.gov/movers) for industry information.

## Operating Under Tariff 15-C

Tariff 15-C replaced Tariff 15-B effective Feb. 1, 2008, changing numerous rates and requirements for intrastate household-goods carriers. Permitted household-goods carriers are responsible for being aware of rule changes in the industry. Nevertheless, staff continue to find that carriers are operating under Tariff 15-B in violation of commission rules. Carriers are advised to review Tariff 15-C and make any necessary changes to their business practices to avoid enforcement action. Tariff 15-C is available on the commission's website, and staff is available for questions or clarification.



## Questions from Recent Training Classes

*Q. How long must I keep estimates?*

A. You must keep the bill of lading and all associated documents (the estimate) for three years from the date the move was completed (WAC 480-15-710(4)). Estimates for moves not completed may be discarded when the estimate expires (Tariff 15-C, Item 85, number 4).

*Q. Must I do a visual inspection prior to moving the customer?*

A. Yes. WAC 480-15-630(5) states, in part "A carrier may not conduct a move until it has visually inspected the goods to be shipped, unless the customer completes a website calculation or hard-copy calculation sheet..., and the carrier has provided a written binding or nonbinding estimate to the customer."

*Q. May I include, on the bill of lading, for a non-binding hourly move, time lost for flat tires?*

A. Yes. Tariff 15-C, Item 30, number 2, states, in part, "... the carrier...is not liable for delays resulting from causes other than negligence of the carrier."

## New Permits Issued Feb.—April 2011

- Friendly Moving Service LLC
- Monarch Moving, LLC
- Motivated Movers, Inc.
- On The Go Moving, LLC dba On The Go Moving
- Seattle Professional Moving Inc.
- Sheridan, Jonathon dba JFS Transport
- Smooth Moves LLC
- Two Small Men with Big Hearts Corp.
- U Save Moving, Inc.
- 3rd Generation Movers and Hauling

## Illegal Carrier Actions

Commission staff recently investigated the following non-permitted carriers:



- America's Moving Machines
- A-Rays Moving Solutions
- Bigfoot Moving & Labor
- Big Movers "R" Us
- C.E.G. Marketing dba Olympic Van Lines
- Cheeper Movers
- Dave Melton Moving dba Haul It Co.
- Discount Moving
- Friendly Movers and Delivery
- Hauling Clean-Ups and Moving
- Honest Andy's
- Jay The Mover
- Jay's Movers
- Northwest I-Haul
- Parker's Moving Service
- Two Guys and a "BQX" Van
- 3<sup>rd</sup> Generation Movers

## Motor Carrier Safety News

Last quarter, the commission's Motor Carrier Safety staff completed four household-goods carrier

compliance reviews and inspected eight vehicles. Six of the vehicles had defects, however, none were removed from service. Three companies received a satisfactory rating.



## Are You on Facebook?

The commission is! [Follow us on Facebook](#) and stay up-to-date on commission actions against non-permitted movers. Click on the icon to the right to view the commission's page.



## Need Forms or Information?

Go to the commission's [website](#) to get information or copies of documents such as laws, tariffs and rules. Also available online: Safety Manual, consumer guide, bill of lading, estimate form, and cube sheet inventory form. Find everything at [www.utc.wa.gov/movers](http://www.utc.wa.gov/movers).